

"Here's to the Future...and to the Past"

So, what does the future look like? The *Police Futurist International* put out some predictions of what we might expect of the generation of young people entering policing in 2050. Here is a sampling....

- Most have never used a keyboard or a mouse, and none have ever seen a desktop or a laptop computer.
- None have ever used a pencil or a writing pad, or held a paper textbook.
- None have ever attended school in a classroom or a lecture auditorium, especially one with a live teacher.
- No one carries currency or coins in their pockets or have ever signed checks or credit cards.
- None are familiar with movie theaters featuring movie screens, having grown up with holographic movies that allow viewers to interact with characters in the movie.
- Officers will work at least part of their beats in virtual space.
- Most are fluent in at least one other language; Chinese, Russian, Arabic, and Spanish are the
 most commonly spoken foreign languages. Some even speak the new universal language that
 has been emerging as a result of six decades of instant global communications and vanishing
 traditional geographic boundaries.
- Many (officers)have been police officers in foreign countries.
- And finally..."Yo" is an acceptable form of addressing a superior officer.

It is hard to know which or to what degree these predictions will come true, but there is one thing we do know and that is that change is inevitable. How we prepare for and adapt to change today will influence policing in our community for years to come. This is nowhere more evident than with technology—and we are in the midst of some pretty significant technology change right now.

PIN GO LIVE

Next Monday, June 6th, is our GO LIVE date for the second phase of *the Police Information Network* (PIN) implementation, which will incorporate the new *Computer Aided Dispatch* (CAD) and *Mobile Data Terminal* (MDT) components of the system.

The PIN Core Team continues to do a great job and has been working full time on the project—a large part of which has been providing training for users. I asked the team to share what they felt were the most important things to communicate to everyone on the eve of going live with the next phase of the system, and they provided a great overview of some changes we can expect:

- The MDT will provide officers with access to a wealth of real time information, making them more informed about what is happening in their zone and provide them information to help them make better decisions on the street.
- The Global Positioning System (GPS) will enhance officer safety as well as prefill certain fields within the system, such as checking off on a traffic stop, changing location, and initiating a prisoner transport--minimizing the need to type on the MDT and reducing the amount of radio traffic. The GPS will also be helpful in situations wherein a unit requests assistance verbally

and/or by emergency button and is not checked off. The dispatchers and others with an MDT will know where an officer's car is and be able to send assistance.

- Units will be able to assign themselves to calls that other officers have already been dispatched to.
- Citizens will benefit from the GPS feature because dispatchers will have the ability to send the closest units to priority 1 calls, reducing response times and providing more accurate information on who is responding to the calls.
- With access to the Records Management System (RMS), officers will have more information to assist them in their investigations and officers will see why it is so important to write quality reports...good information into the system equals quality information out.
- Changes in CAD will minimize duplicate data entry for private impounds—and if all goes, well, eventually tow companies will be able to electronically submit private impounds.
- The alarm interface will allow alarm companies to enter a call into CAD electronically, and it will go to a dispatcher after being validated. This will eliminate the need for call takers to answer alarm calls first (which means call takers will answer approximately 8,000 fewer calls each year), allow the dispatcher to electronically interact with the alarm company, and the alarm company will receive an update on the outcome of the alarm call.
- Historically, we have done everything over the air, so it will take some time to get comfortable to doing things differently. For instance, with the new system there will not always be an audible notification when a Patrol officer does a vehicle stop....this will affect dispatchers and road units.
- In order to free up radio traffic, an effort should be made to use the new technology instead of the radio. However, please remember that....when deciding whether to complete a task electronically via the MDT or verbally via the radio, SAFETY SHOULD BE THE NUMBER ONE CONSIDERATION!!! Using the new technology will minimize the workload on dispatchers and allow other officers that are in situations that are unsafe or those without MDT's to jump on the radio.

The new system will provide some tremendous benefits, but as Flo from the Progressive Insurance ads might say, it is not all *like unicorns and glitter*. There are going to be parts of the system that work better for some than for others, and some components that are a bit more challenging to use. As we move through implementation, we will continue to do everything we can to make sure everyone has the tools they need to be successful using PIN. We will also work with the vendor to make improvements where necessary—if we find some things do not work well for us, they likely do not work for other agencies and will become a focus of improvement for the vendor.

Next Monday

The CAD and MDT components of the PIN system will go live at 5:59 am next Monday morning. The PIN Team, ITD, Versaterm (the vendor), and a contingent of department representatives who received additional training on the system will be available 24/7 through Thursday of next week for Patrol, and through Sunday of next week for Communications. Support will be available at all briefings, and overlap will occur in Communications to ensure smooth transitions between shifts. Ongoing support resources will continue as needed for all areas—including any additional training that users may need.

CAD support for dispatch will be on-site at Communications, and the following support is available to MDT users:

Onsite Support in Briefing Areas at Hardy and Apache

0500 hours on Monday June 6th thru 2100 hours on Thursday June 9th

Radio Channel: C3 / Talk 2

Phone: PIN Hotline at 480.858. 6447

Email: PINProject@tempe.gov

Attached is Angelique Watson's recent message that provides more details about the support resources available next week, and Cindy Davie's message reference signing on the MDT for the first time.





MUST READ if you will be using...

CAD and MDT Go Live on Monday

I would like to thank all of you for your participation in the recent training—particularly those who stepped up to provide support for others as we GO LIVE, and for your patience as we move through the full implementation of the system. Next week is going to be a bit hectic, but well worth it.

If all goes well, I will be 83 in 2050, and no doubt talking about the good old days when an IPad provided everything I needed—like ANGRY BIRDS on a big screen. © So, here's to the future....and to the pioneers of the past (take a look at some of our predecessors working with the new technologies of the time).



